



SETTING UP YOUR CUSTOMER PORTAL

You may register or make a one-time payment by signing into: <https://pay.waterbill.com/login-slmc>. If you wish to register:

1. Click on the **REGISTER NOW** at the bottom of the page. (New User? Create an account to take advantage of all the features!)
2. Fill out the brief **SIGN-UP REQUEST** form and **CLICK SUBMIT**.
3. Check your email, click the **ACTIVATE** link/button to complete the registration process.
 - a. **All fields are required, except the mobile phone number, to create your portal.**

Authentication:

You can authenticate using your Last Name, Billing Street Name, or a PIN (Personal Identification Number) found under the unregistered customer's bill-ready notification email. It is located toward the bottom of the bill-ready notice. The system defaults to verifying your account with your last name.

1. **SIGN UP REQUEST** – To view and pay your bill: Enter your information into the fields below and click **NEXT** to continue creating your account.
2. **Authentication:** The arrow-down button on the right gives you the option of how you want to be authenticated. (last name, street address, or PIN)
3. Answer*: Either enter your last name, street address, or PIN, but you can only enter how you chose to be authenticated.
4. Click the **NEXT** button.

Portal Login Information:

You must enter a login username, or you may use your email address as your portal login name.

1. **TO VIEW AND PAY YOUR BILL:** Enter your information into the fields below and click **NEXT** to continue creating your account.
2. Login ID or Email: Create a username or use your email address.
3. Password: Create a strong password that you will remember.
4. Confirm your password.
5. Click the **NEXT** button.

Notification Email Address and Mobile Phone Number:

Mobile phone numbers are optional. You must enter a notification email address, and you will need to access this after completing the registration process to activate your customer portal.

1. **TO VIEW AND PAY YOUR BILL:** Enter your information into the fields below and click SUBMIT. You will receive an email confirmation with a link to finish creating your account.
2. Notification Email: Enter your email address.
3. Confirm Notification Email: Re-enter your email address.
4. Mobile Phone: Enter mobile phone number.
5. Click the **SUBMIT** button.
6. After submitting the Sign-up Request Form, an email will be sent to your email address.

LOGIN TO VIEW YOUR BILL:

An email has been sent to the notification email you provided. Please follow the instructions in that email to finish activating your account.

1. Enter your username or email address.
2. Enter your password.
3. Click on **LOGIN**.
4. **A convenience fee may be applied to a credit card or electronic check transaction.**
5. **YOU WILL NEED TO OPEN YOUR EMAIL AND CLICK THE LINK TO ACTIVATE YOUR ACCOUNT.**

To activate your account, click here:

1. https://pay.waterbill./default/index/accept-invite?confirm=2&sign_up=275
2. Click on **ACTIVATE ACCOUNT**
3. You will receive a second email confirming your account has been successfully created:
 - a. Your account was successfully created!
 - b. Login: this will be your username or email address.
 - c. Password: *****01 (this is your password that has been hidden, all but the last few letters/numbers).
 - d. Name: Your name will appear here.
4. Click **LOGIN NOW**.

Once activated, you may log in to your account. Once logged in, a **CONFIRM YOUR CONTACT INFORMATION** page is displayed.

1. **CONFIRM YOUR CONTACT INFORMATION:** For additional security on your Scott Lake Maintenance Company (SLMC) account profile, please review and confirm your account information.
2. Review your account number, phone number, if you provided one, and your email address.
3. Click on the **CONFIRM** Button.
4. **This is a fee-based service. A convenience fee will be applied to all credit card and electronic check transactions.**

PAY NOW OPTION:

If you did not register but would like to make a payment as a guest, you will need to enter your full account number and the total, original balance due on your account period bill. Once the system retrieves your account information, you must enter a valid email address to proceed with making a guest payment.

1. Select **ENTER PAYMENT METHOD**.
2. Once you enter your payment information, a payment summary screen will appear.
3. Click **PAY NOW** to process your one-time payment.
4. A green banner will be displayed indicating your payment status. You will receive a payment confirmation email.

PAYING YOUR BILL AFTER CREATING AN ACCOUNT:

1. **LOGIN TO VIEW YOUR BILL.**
2. Type in your username or email address.
3. Enter your password.
4. Click on the **LOGIN** button.

CUSTOMER PORTAL

The DASHBOARD is now displayed for your account after you log in. You will see links for: BILLING & PAYMENTS, REQUEST SERVICE, USAGE & SETTINGS at the top of the screen.

As a registered customer, you gain access to a variety of convenient payment options tailored to your needs. When signing up, you can choose to pay with a credit card, giving you the flexibility to use your preferred financial institution for transactions. Additionally, you can pay via ACH (Automated Clearing House), which allows electronic bank checks that simplify payments directly from your bank account. Moreover, you can select whether to enable the autopay feature. If you opt for autopay, the full balance will be automatically debited from your account on the specified due date, ensuring your payments are made on time without manual intervention.

TO PAY YOUR BILL:

To Access the Payment Options Window:

1. From the **DASHBOARD**, select the Billing & Payments button.
2. Select the **MAKE A PAYMENT** button.
3. You will have the option to make a single payment, schedule a single payment option, or set up an autopay option.

PAY NOW option:

Once you are on the **PAYMENT DETAILS** page, you can choose "Pay with a saved method" or "Pay without saving a payment method."

1. Select the **Pay Now** option, the **PROCEED TO PAYMENT** button.
2. Decide if you want to "**Pay with a saved method**" or "**Pay without saving a payment method**".
3. The **PAYMENT DETAILS** page is displayed. Click the **PAYMENT METHODS** link at the top.
4. Enter the credit card information, acknowledge the enrollment clause, then click **Continue**.
 - a. A message will appear indicating the card was successfully added.
5. Ensure you select the appropriate payment method, even if it's the only available. Click **SAVE**.
6. A pop-up message will appear asking if you want to save this as your default payment method. Click **Yes** or **No**.
7. To process the payment using the selected payment option, click the **CONFIRM PAYMENT** button.
8. A Payment Summary pop-up appears with a **PAY NOW** button. Click the **PAY NOW** button, only once.
9. A message will appear confirming your payment. Click **OK**. (Please be patient; depending on your internet speed, some transactions may take longer to process.)
10. After the payment processes, you will return to the **LAST BILL** page, and the **Total Account Balance** will be immediately updated. You may also scroll down the page to review Payment & Bill History.
11. A payment receipt will be emailed to you.

SCHEDULE A SINGLE PAYMENT option:

This allows you to schedule a future payment for your current invoice. You may opt to pay the full amount due or a partial payment. Once you are on the **PAYMENT DETAILS** page, you will have the option to "Pay with a saved method" or "Pay without saving a payment method."

1. Select the **Schedule a single payment option**, then the **PROCEED TO PAYMENT** button.
2. On the **PAYMENT DETAILS** screen, you may enter an amount to pay other than the full balance due by simply keying in the amount in the **AMOUNT TO PAY** field.
3. Click the **Date to pay box** to select a future payment date.
4. You must have a payment method selected to complete the scheduling process; **if not, you must click the PAYMENT METHODS link**.
5. Once the payment method is selected, the amount to pay is correct, and a future date to pay is selected, click the **CONFIRM PAYMENT** button.
6. A payment summary pop-up window appears. Select the **SCHEDULE PAYMENT** button.
7. Once scheduled, it will indicate the scheduled payment on your Dashboard header.

SIGN UP FOR AUTOPAY option:

You may set up an automatic payment plan to deduct payments from your preferred payment source. You may use either a credit card or a bank account. SLMC statement's autopay collection date will be reflected on your online portal. The **TOTAL BALANCE DUE** displayed on your portal dashboard is the amount that will be withdrawn from your selected payment source. It will be drafted on the due date shown on the portal. You may **NOT** specify the amount to be withdrawn, such as a partial payment of the total amount owed. You are encouraged to sign up at least 24 hours in advance of your auto-pay date to ensure your balance gets drafted. Auto pay is scheduled to kick off on your portal due date at 3 AM CT.

Setting up Auto Pay:

1. Upon logging in, from the **DASHBOARD** section, click the Autopay's blue **Change** link, located on your banner.
2. Click the Select **Payment Method link**.
3. If no payment source is available, add a payment source by selecting either NEW CARD or NEW BANK ACCOUNT. Enter the appropriate information and click the authorization box to enroll in the payment process, then select the CONTINUE button.
4. Click on the circle to the left of the payment source you wish to use for auto pay. Click **SAVE**.
5. Next, activate the **Auto Pay ON** by putting a check mark in the "**Auto Pay On**" check box. THIS MUST BE DONE to ACTIVATE AUTO PAY AND CLICK THE SAVE button.
6. Click **OK** to confirm that Autopay is now activated.
7. You may return to the Dashboard. If the invoice due date is in the future, a message appears on the Dashboard's status banner indicating "Autopay is scheduled for (the 20th)". If you signed up AFTER the current bill's due date and have an outstanding balance due, it will still show the message "Autopay is scheduled for (the total amount of your bill will be due on the 20th)".

ABILITY FOR YOU TO LINK ACCOUNTS

If you are responsible for more than one account, you have the ability to add a new account to your list and switch between accounts. This will enable you to just log in one time to the portal. Using your account name menu option to the right, you may easily add another account.

To Link another account:

1. Select the **Account Name** menu, located on the far right of the screen.
2. Select **Add** another account option.
3. Add the account number. To ensure the correct account number was entered, you will be required to verify this by either entering the PIN you received from an email notification, entering your last name, or entering your billing street name.
4. When a payment source is stored, it may be used for the linked account(s) as well.